

# City of Nashua

## Central Purchasing 229 Main Street

Nashua NH 03060 603-589-3330 Fax: 603-589-3344

April 13, 2012

#### Request for Proposals

#### Parking Garages Security System RFP0830-051612

The City of Nashua is soliciting proposals (RFP's) from vendors experienced in fixed and mobile security infrastructure for a turnkey solution to upgrade the existing security camera system for two (2) of the city's parking garages. The vendor must also state whether or not existing lighting is sufficient for proposed security system. The City of Nashua is also requesting a quote for Monitoring Services for both parking garages.

#### **INSTRUCTIONS TO VENDORS:**

All proposals must be submitted with **one (1) original, two (2) photocopies** of the same pages and **two (2) electronic copies,** on CD-ROM, (electronically submitted documents must be in PDF format) in a sealed envelope(s) or package(s) clearly marked "Proposal for Parking Garage Security Systems". The paper version marked ORIGINAL shall be the governing version should there be a difference between it and any other version, paper or electronic.

Complete specifications and related documentation is available on our web site, <a href="www.nashuanh.gov">www.nashuanh.gov</a> under Citizen Favorites, Current Bid Opportunities, and document **RFP0830-051612**. Results will be posted on the web site, under Bid Results, within twenty-four (24) hours of opening.

Proposals must be submitted, as outlined in the preceding paragraph, no later than **3:00 pm**, **Wednesday**, **May 16**, **2012** c/o Central Purchasing, Lower Level, City Hall, 229 Main Street, Nashua, NH 03060, in sealed envelopes/packages clearly marked "**Proposal for Parking Garages Security Systems**".

Delivery of the Proposals shall be at the Vendor's expense. The time of receipt shall be considered when a Proposal has been officially documented by the Department, in accordance with its established policies, as having been received at the location designated above. The City of Nashua accepts no responsibility for mislabeled mail. Any and all damage that may occur due to shipping shall be the Vendor's responsibility.

There will be a **mandatory pre-bid meeting**, at Elm Street Parking Garage Office, 14 Elm Street, Nashua NH, on **Wednesday**, **April 25**, **2012** at **1:00 pm**. You or your representative(s) are required to attend this meeting if you intend to submit a proposal .The meeting is an opportunity for the City to overview the project and objectives, and participants to request additional information directly from City of Nashua staff managing or participating in this project.

The City of Nashua may reject any or all of the bids on any basis and without disclosure of a reason. The failure to make such a disclosure shall not result in accrual of any right, claim or cause of action by any unsuccessful bidder against the City of Nashua.

Certificates of Insurance must be filed by the successful bidder with the City of Nashua Risk Management Department according to **ARTICLE 4 – INSURANCE AND INDEMNIFICATION** of the Standard Form of Agreement provided in conjunction with this RFP.

Additionally, each Bid shall be accompanied by a Bid Bond in the amount of 5% of the Total Bid Price. Please include the bid bond in a separate sealed envelope but enclosed with your proposal.

<u>A sample of the City's contract is attached</u>. Final terms and conditions will be negotiated between the City and the selected finalist prior to the time of award.

The following is the solicitation schedule for this procurement:

| _                            | Date                      | Time                     |  |
|------------------------------|---------------------------|--------------------------|--|
|                              |                           | 1:00 PM                  |  |
| Mandatory Pre-bid Meeting    | Wednesday, April 25, 2012 | Elm Street Garage Office |  |
| Deadline for Questions to be |                           |                          |  |
| submitted in writing *       | Friday, April 27, 2012    | 4:00 pm                  |  |
| Answers/clarifications       |                           |                          |  |
| posted                       | Wednesday, May 02, 2012   | 4:00 pm                  |  |
|                              |                           | 3:00 pm Purchasing       |  |
| Bid Due                      | Wednesday, May 16, 2012   | Department               |  |
| Award Date                   | TBD                       | TBD                      |  |

<sup>\*</sup>All inquiries concerning this RFP including, but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be **submitted in writing**, citing the RFP title, RFP number, Page, Section, and Paragraph and submitted to the following RFP Solicitation Coordinator:

Mark A. Sousa
Manager, Transportation and Parking
14 Elm St.

Transit Hub building between City Hall and the parking garage
Nashua, New Hampshire 03060
Email: sousam@NashuaNH.gov

Vendors are encouraged to submit questions via email; however, the City assumes no liability for assuring accurate/complete email transmission/receipt and is not responsible to acknowledge receipt. Inquiries must be received by the City's RFP Solicitation Coordinator (see above) no later than Friday, April 27, 2012 at 4:00 PM. Inquiries received later than this date shall not be considered properly submitted. The City will consider all timely-received questions and requests for change and, if reasonable and appropriate, will issue an addendum to clarify or modify this RFP. Answers to vendor submitted questions and other addenda will be posted under document RFP0830-051612 on the City of Nashua website; <a href="https://www.nashuanh.gov">www.nashuanh.gov</a> under Citizen Favorites, Current Bid Opportunities no later than Wednesday, May 02, 2012, at 4:00 pm.

The City of Nashua may reject any or all of the bids on any basis and without disclosure of a reason. The failure to make such a disclosure shall not result in accrual of any right, claim or cause of action by any unsuccessful bidder against the City of Nashua. The City reserves the right to waive any irregularities when the public interest will be served thereby. The City also reserves the right to negotiate any change or amendment in any bid without soliciting further bids if the action is necessary for the best interest of the City.

The City of Nashua reserves the right to revise the scope & deliverables of the requested services at its sole discretion prior to awarding any contract. In such a case these revisions shall be negotiated between the City and the contractor to reconcile any changes on pricing and performance. Changes after awarding a contract shall be governed by the terms of that agreement.

The City of Nashua assumes no liability for the payment of costs and expenses incurred by any bidder in responding to this request for proposals. All proposals become the sole property of the City of Nashua. This request for proposals is not a contract and alone shall not be interpreted as such but rather serves as an instrument through which proposals are solicited.

All proposals are binding for ninety days (90) following the deadline for submission of proposals, or until the effective date of any resulting contract, whichever is later.

The City reserves the right to request one or more finalists to make an on-site presentation of their proposal and to answer questions regarding their proposal and qualifications to City of Nashua staff and other designated project team members.

Cost of bond premiums to be included in the Lump Sum Bid Proposal.

The City is exempt of all taxes. All bids must be FOB Nashua, NH

All vendors must comply with all applicable Equal Employment Opportunity laws and regulations.

Pursuant to NRO Sec. 5-78 (F), the purchasing manager shall not solicit a bid from a contractor who is in default on the payment of taxes, licenses or other monies due the city. Therefore, this bid request is void as to anyone who is in default on said payments.

Respectfully,

Jim Cassidy

Purchasing Agent

City of Nashua

cassidyj@nashuanh.gov

# RFP0830-051612 Transit Security Systems

#### 1. PROJECT DESCRIPTION

The City of Nashua is soliciting proposals (RFP's) from vendors, experienced in fixed and mobile security infrastructure for a turnkey solution to upgrade the existing security camera system for two (2) of the City's parking garages.

Nashua's Elm Street Garage is located at 14 Elm Street. The garage is rectangular in shape and measures roughly 306' x 121', with a parking capacity of approximately 470 cars. The garage has four (4) parking levels and two (2) stairwells. There are two (2) access locations to the garage at street level with an entrance and exit lane at each access location. This garage currently has 25 security cameras in the garage and stairwells and 9 panic buttons in the stairwells. Garage is not staffed with security guards and no video and alarm monitoring services are currently contracted at this location.

Nashua's High Street Garage is located at 15 High Street. The garage is rectangular in shape and measures roughly 190' x 133', with a parking capacity of approximately 335 cars. The garage has five (5) parking levels and two (2) stairwells. There are two (2) access locations to the garage at street level with an entrance and exit lane at each access location. This garage currently has 21 security cameras in the garage and stairwells and 9 panic buttons in the stairwells. Garage is not staffed with security guards and no video and alarm monitoring services are currently contracted at this location.

Note: Floorplans for each garage can be viewed at the Transit Offices located at 11 Riverside Street Nashua NH.

#### 2. RISKS & OBJECTIVES

The system must plan for and address the unique risks and objectives stated below for both garage locations.

While specific technologies and products may be referenced in this RFP, bidders are both *expected* and *encouraged* to evaluate the risks and objectives of the project, and these unique venues, and suggest alternative technologies and products that better mitigate risks and meet the following high-level risks and mitigations:

- 1. Reduce risk of potential liability to City from inappropriate claims of negligence
- 2. Protect people and property by reducing risk of injury, damages, and other harms
- 3. Reduce risk by deterring criminal and inappropriate activity
- 4. Reduce risk to people, property, and City's investment in facility by identifying safety and maintenance issues that can be observed

**Objectives**: The proposed security system should be designed to meet the management, safety, and security objectives listed below:

- 1. System should record a video view of all parking spaces
- 2. System should record a video view of all stairwells
- 3. System should record a video view of pedestrian entrance and exit points to garage
- 4. System should record a video view of vehicle entrance and exit points to garage

- 5. System and all components must be resistant to vandalism, accidental damage, or intentional disabling
- 6. The system should enable us to use recordings to identify vehicles, faces, and license plates for claims processing, prosecution, and monitoring purposes.
- 7. The system should provide video to identify unsafe conditions of interest in facility. For example: problems with pipes, spilled liquids, or fires that may be observed through recordings.
- 8. The system, which includes equipment, cabling, installation components, must be suited to environmental conditions of the Northern New England facility in the elements 24 hours a day, 365 days a year.
- 9. The system and components must be reliable and industry standard from a major manufacturer to permit ongoing maintenance, repair, and system expansion.
- 10. The system must be easy to use and maintain, specifically for non-technical personnel.
- 11. The system must have a web-accessible operations and administration interface.

Note: Bidder is requested to include an **option** to design the solution to provide panic alarm coverage at appropriate and sufficient locations in both garages. The details and costs related to this option must be clearly identified and separated in bidder's proposal.

#### 3. SITE SPECIFICS

Design of the security system will be at the professional judgment of the contractor based upon the risk, objectives, and system design site specifics in this RFP and as should be discovered by bidder upon observation and design. Types of cameras and other equipment are not specified but should be adequate to provide the security system described. It is the bidders' responsibility through site inspection and through pre-bid meetings to determine the location and disposition of the cameras and equipment. It is also the bidders' responsibility to determine if existing lighting is adequate for proposed security system, and if not to offer the City options to relocate equipment or enhance lighting as appropriate.

There is an existing system in place that provides some limited video coverage. Bidders are urged to incorporate existing security system components at each garage into their final proposal, where such inclusion does not significantly degrade the performance or quality of the new system. Bidders are also urged to utilize existing wiring, chases, conduits, and boxes as feasible to reduce expense to the City and expedite system completion.

The current system records garage activity, with questionable quality, from cameras located in stairwells and entry/exit points. There is nothing controlling or limiting access in or out of these facilities. Both garage facilities have Cat5 Network connections to the City's network backbone. Both garage facilities already have one operating analog phone line into the demarcation point at each facility at its respective office, and one analog phone line connected to the emergency phone of the elevator at each garage. The garages are open 24 hours a day, 365 days a year. There are no backup generators.

The majority of the parking spaces are leased. Some spaces are designated to city staff and some additional are metered spots. The City Transit Dept. staff performs all maintenance and snow removal at both garages.

#### **4. SYSTEM REQUIREMENTS**

Proposals must address all requirements listed, however this list should not be considered exhaustive and additional requirements will be identified through discussion with the City and bidder's due diligence prior to proposal. Any failures or exceptions taken to any part of the RFP should be clearly identified in the proposal, and may, under some conditions constitute grounds for rejection of proposal.

# Garage Facility Security General Requirements:

- 1. Bids to include complete labor and materials for turnkey installation.
- 2. Bids must include specific details and model numbers on equipment being offered. Bidders may be asked to provide technical specs and documentation as part of the City's proposal evaluation process.
- 3. Bids must clearly identify what components of the proposed system Nashua Transit is required to provide (lighting, electrical, telephone, network connection, staff to manage, monitor, etc.).
- 4. All work shall be done in accordance with all applicable local, state and federal building codes and any other applicable laws, regulations or policies, *including compliance with NFPA 101 'Life Safety Code' (2003 ed.)*.
- 5. Selected bidder will be responsible for acquiring all necessary permits & licensing.

#### **Digital Video System:**

After the system is installed, the digital video recording/camera system shall require no human intervention except for periodic testing. The system shall be designed to meet the safety and security requirements of the user and will be used as a deterrent, an eyewitness, and/or a recorder of an event.

The system shall have the ability to record multiple cameras simultaneously in high resolution color. Each DVR unit shall be sized to permit the storage of approx.. 30 days of video footage in a directly attached storage component.

The DVR units and the system as configured around them shall be expandable by the addition and/or connection of new equipment. No equipment shall be proposed that shall limit the number of expansion ports, modules, cameras, sensors, etc. by more than 50% of the capacity of the original proposed solution.

Troubleshooting and Maintenance - The DVRs shall have a port to allow programming (time, date, garage ID, disk size, etc.) and system diagnostics. Built-in software shall perform full and continuous system diagnostics and shall be capable of reporting failures of the DVR, hard drive or cameras, down to the sub-system component level.

Clock - The DVRs clock shall operate independently and shall have a minimum five (5) year operational lifetime before a battery change is required. Clock drift shall be no greater than one (1) minutes per six (6) months. Dates are to be pre-programmed to at least the year 2025, and shall take into account all leap years and daylight savings time changes automatically without external intervention. The clock data should be digitally inserted into the image/sensor data stream prior to storage to hard disk.

Processor Control - The DVRs shall be controlled using an industry standard personal computer compatible processor. Proposals must clearly define requirements for PC devices, and monitors. The City of Nashua retains the right to supply any required computer and monitor equipment.

Data Acquisition and Processing - The DVRs shall be capable of directly digitizing, combining, compressing, and storing video and analog and digital sensor signals, including any relevant panic alarm activations. Video, audio and sensory signals shall be combined in a single data stream. Data shall be stored in such a way as to prevent alteration and tampering, and restrict access. Data is compressed using a data compression removable hard disk storage media and must be transmittable over a wired network. The DVRs shall have the highest standard recording resolution available, and shall not have a resolution below that of any other video component of the system.

Drive Error Auto Correction - During recording, the DVRs shall be able to identify and skip over bad sectors of the hard drive without causing any interruptions in the recording process. If other drive or file structure errors should occur, the DVR shall also be programmed to look for these and take corrective action as necessary to keep the digital video recording continuous.

Log File - The DVRs shall maintain a log file of its actions, which are stored on the removable hard drive. This information includes the time and date of the action and includes: events start and stop, incidents saved and erased, camera failure, drive errors and corrective action taken, and other diagnostics.

#### **Digital Video Cameras:**

All new cameras should be digital. Bidder should be aware that existing cameras may be analog and incorporation into a proposed solution, as encouraged by City, may require digital conversion. Digital video cameras shall be equipped with a heavy duty commercial grade quality lens, allowing for the optimum focal distance, optimum field of vision allowable, and shall be designed to achieve maximum image resolution.

Cameras shall provide a clear, stable, high quality picture with the correct exposure, minimal smearing and distortion under all lighting conditions within the facility. All images shall be free of glare, stars, haze, etc. Video cameras shall be designed and installed to achieve optimum coverage of the respective garage level parking spaces, stairwells, pedestrian entrance and exit points, and vehicle entrance and exit points. Cameras and equipment (including cabling, and installation components) must be suited to environmental conditions of facilities 24 hours a day, 365 days a year. Cameras and equipment must be resistant to vandalism, accidental damage, or intentional disabling.

#### **Monitoring and Playback:**

The system must provide real-time concurrent monitoring when appropriate by city staff of all camera views via web based system. Access to recordings must be password protected and impervious to alteration and tampering to ensure forensic integrity.

#### Signage:

Contractor will supply and advise how many signs in each garage, the placement of the signs and the language that will be used. The language will be consistent at other facilities and will be industry standard.

#### **Warranty & Service Requirements:**

Vendor must warrant for two years (24 months) all parts, labor, material, equipment and such required to maintain 100% functionality of the system.

During this period vendor will be obligated to respond and acknowledge service requests within two business hours of receipt, and to dispatch a technician to the affected site within four business hours of acknowledgement for problems defined as critical by the City of Nashua.

During this period vendor will assume full and complete responsibility for warranty repairs and/or replacement and assumes all liability and expenses associated with repairs and replacement.

#### **Documentation, Testing & Training Requirements:**

Vendor will complete and document all programming necessary to provide a complete turnkey system and provide this documentation at time of project acceptance testing and signoff.

Vendor will complete a full set of As-Built diagrams for all wiring & equipment and provide this documentation at time of project signoff.

Vendor will photograph all work (with the exception of unexposed wiring and conduit) and provide photographs electronically at time of project signoff.

Vendor shall provide to the City all equipment guides & documentation, registration information, and licensing info.

Vendor will organize, document and perform complete and comprehensive Acceptance Testing (including final walk-through) under oversight of the City of Nashua project team, to demonstrate and validate that solution meets the objectives of the RFP, the specifications of the products and technologies installed, and bidder's declarations and assurances as to product and quality made during the bidder selection process.

Vendor will provide formal scheduled onsite training to the City of Nashua project team in the operation of the system and any scheduled maintenance that may be required of City staff.

#### 5. PROJECT OVERSIGHT

Bidder will identify a project manager who will provide direct supervision of the project and will be the single point of contact and accountability for the services performed. This project manager must have at least two years related experience installing security, monitoring, and access systems, and this role and responsibilities **may not** be subcontracted to a third party at any time.

Bidder's project manager will work directly with a City of Nashua project coordinator and or his/her designees.

City of Nashua Project Coordinator: Mark A. Sousa

Work Phone: (603)821-2035 Email: sousam@NashuaNH.gov

All correspondence and project documents required by the City for completion of this project shall be directed to the City of Nashua project coordinator.

#### 6. PROPOSAL PREPARATION AND SUBMISSION

Proposals must address all requirements listed. All terms and conditions are an integral part of the RFP. Any failures or exceptions taken to any part of the RFP may constitute ground for rejection of proposal.

Submission shall be in three complete sets (one (1) original and two (2) copies) of all materials and data, printed and bound in the format indicated in the 'Proposal Format' section of this RFP. Submission must also include two (2) complete sets of all materials and data in electronic format on 2 DVD/CDs labeled with Bidder's company name, RFP number, and sequence of disks (e.g. 1 of 2, 1 of 3, etc.). Electronically delivered documents must be in PDF format. Each file in the electronic format sets shall be named to clearly identify content and respective portion of the RFP to which it corresponds.

All proposals shall include the following information.

#### **Contractor Profile**

A general profile of the responding independent contractor/firm including detailed information on services offered

Address & phone numbers of all office locations and their hours of operation, clearly identifying main office and which office(s) would provide support to the City for this project Name & Contact info for primary contact for Vendor proposal, and primary contact for project services

Number of full time vendor staff including quantity of engineers & support staff

Details of professional experience and training for all engineers and support staff that would be assigned to this project

Subcontractors must be approved by the City before contracting with the bidder, and no substitutions will be permitted except under extraordinary circumstances and with the written consent of the City. Therefore if subcontractors are needed, include the names and addresses of those subcontractors and details of what services and activities they would participate in

A list of similar clients and projects for reference, at least three of which are in the New England region (Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, and Connecticut) with preference toward client references in New Hampshire and Massachusetts

#### **Experience Prerequisites**

The vendor will document and provide details on how they meet the following professional experience prerequisites:

At least 5 years of experience in designing, configuring, installing, troubleshooting, and supporting electronic security & video monitoring systems

#### **Proposed Project Cost**

All proposals are binding for ninety days (90) following the deadline for submission of proposals, or until the effective date of any resulting contract, whichever is later.

Proposals shall break down pricing response into the following components:

- 1. Turnkey system for the Nashua Parking Department
- 2. Monitoring Services for both parking garages
- 3. Panic Alarm Coverage as an identified optional component of the solution
- 4. Other recommended optional components or services, including enhanced capabilities, extended warranties and service options, etc.

#### **Proposed Timeline**

The vendor shall provide an estimated timeline (in days) from award of contract for each and every phase of the project for which they are bidding, demonstrating the ability to complete the entire project in full no later than August 31<sup>st</sup>, 2012.

Bidder shall also clearly identify extent of operational impact to existing garage activities during the implementation and testing of the solution, and their strategy to mitigate impact through sequencing and planning of the time and dates of the work.

#### **Proposal Format**

The proposal shall follow the listed format when submitted.

**Section 1**. A signed copy of the RFP and a signed copy of any published Addenda to the RFP must be submitted as part of your proposal. All responses to RFP questions and requirements may be included at the appropriate spot in an edited copy of the RFP or some other labeled format.

**Section 2**. Documentation of services & equipment provided, which may include product marketing materials (e.g. brochures) where these materials also provide full technical capability, and any special or proprietary service procedures or methodologies which the City would be expected to participate in.

**Section 3**. Project Timeline.

**Section 4**. Equipment & Product List. A list of (a) minimum, (b) recommended, and (c) optimal (where applicable) hardware & product required to meet the objectives of this project. Include a formalized list of information, space, environment (power, connectivity, and environmental requirements), staff, and other resources needed by the Vendor to complete this project, and the extent to which the Vendor expects the City to provide or complement such resources.

**Section 5**. Sample work product, which may include design documents and diagrams, project plans, RFP/RFQ/RFI documents, acceptance test plans or checklists, training documents and curriculum, operational documents and user guides, etc. The City of Nashua is amenable to either signing a Non-disclosure agreement for any sample documents or receiving documents in which previous client names have been redacted.

**Section 6.** Pricing. The included Bid Summary Sheet must be used and the **TOTAL LUMP SUM PROPOSAL** line will be taken as the bid amount regardless of anything else in the proposal to the contrary. The only exception is that the columns on the Bid Summary Sheet will be added down and the corrected total if any shall become the **TOTAL LUMP SUM PROPOSAL.** 

#### 7. EVALUATION CRITERIA

Proposals shall be evaluated to determine the lowest qualified bid offered to the City against conformance to the following criteria. When specified in bidding documents, factors such as discounts, transportation costs and life cycle costs shall be considered in determining which bid is lowest\*:

- Understanding of project objectives/outcomes and vision
- Team composition experience and qualifications of vendor and staff assigned to project
- Product specifications & quality
- Lowest qualified bid.
- References & reference site visits (if appropriate)
- Vendor presentation when requested
- \* All such costs, discounts, and other pricing factors **must** be included on the Bid Summary Sheet as part of the overall bid, and the pricing on the Bid Summary Sheet **will be the determining pricing** for the bidder's proposal, specifically the **TOTAL LUMP SUM PROPOSAL amount**.

# IFB0830-051612 Parking Garages Security System STATEMENT OF REFERENCES

Provide at least three (3) references (include this sheet with your proposal):

|                            |      |      | <br> |  |
|----------------------------|------|------|------|--|
| Phone:                     |      |      | <br> |  |
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## **BID SUMMARY SHEET**

## RFP0830-051612

### **Garage Security Systems**

|  | Office | Elm St. | High St. | Total |
|--|--------|---------|----------|-------|
| Turnkey purchase hardware & software           | \$     | \$      | _ \$     | _ \$  |
| Install Turnkey hardware & software            | \$     | \$      | _ \$     | _ \$  |
| Monitoring Services for both garages           | \$     | \$      | _ \$     | _ \$  |
| Purchase of cameras                            | \$     | \$      | _ \$     | _ \$  |
| Install cameras, labor and materials           | \$     | \$      | _ \$     | _ \$  |
| Purchase Optional Panic Buttons                | \$     | \$      | _ \$     | _ \$  |
| Install Optional Panic Buttons                 | \$     | \$      | _ \$     | _ \$  |
| Ext. Warranty- describe on separate page       | \$     | \$      | _ \$     | _ \$  |
| Option 1 describe on a separate page           | \$     | \$      | _ \$     | \$    |
| Option 2 describe on a separate page           | \$     | \$      | _ \$     | \$    |
| Option 3 describe on a separate page           | \$     | \$      | _ \$     | _ \$  |
| Option 4 describe on a separate page           | \$     | \$      | _ \$     | _\$   |
| SUBTOTAL                                       | \$     | \$      | _ \$     | \$    |
| Discounts or Other – describe on separate page | \$     | \$      | _ \$     | _\$   |
| SUBTOTAL                                       | \$     | \$      | _ \$     | _\$   |
| BOND PREMIUMS                                  | \$     | \$      | _ \$     | _\$   |
| TOTAL S  | \$     | \$      | \$       | \$    |
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| COMPANY NAME & ADDRESS:                        |        |         |          |       |
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